

Fig.1

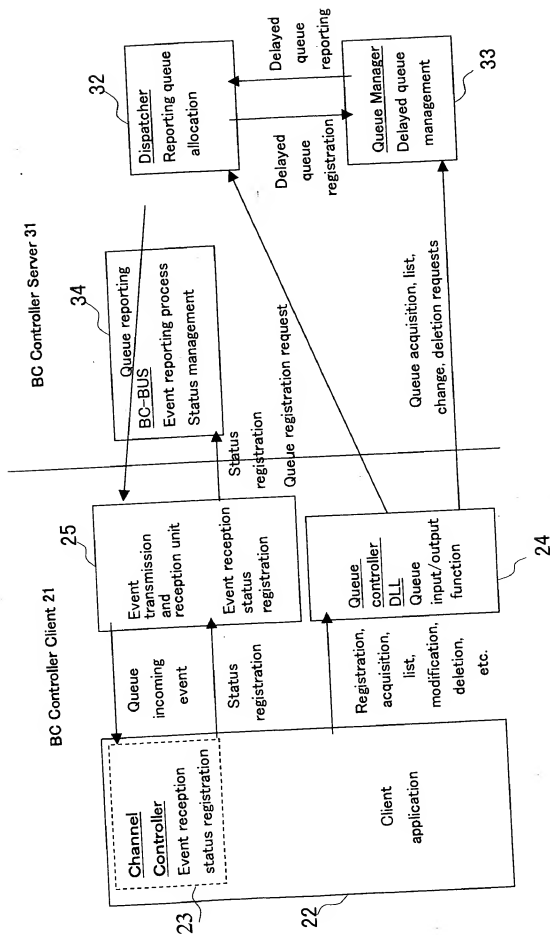


Fig.2

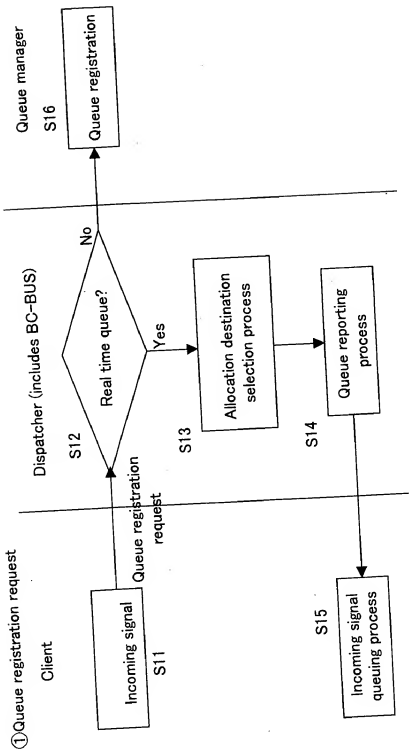


Fig.3

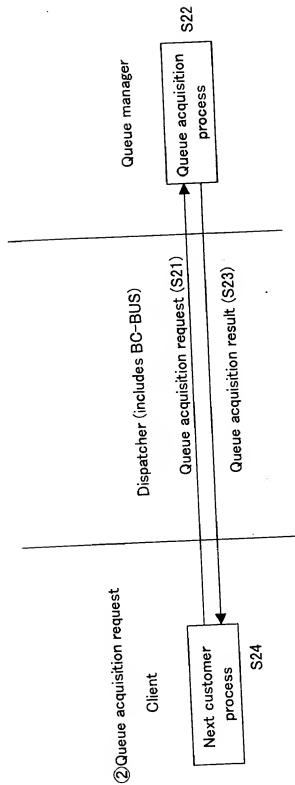


Fig.4

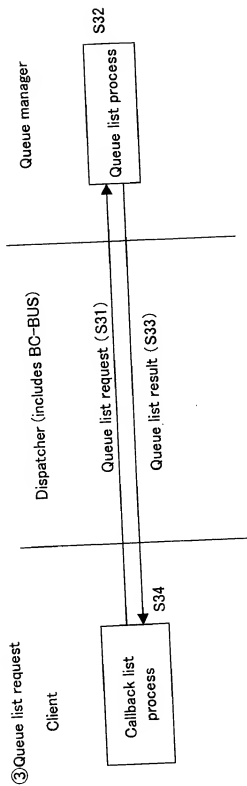


Fig.5

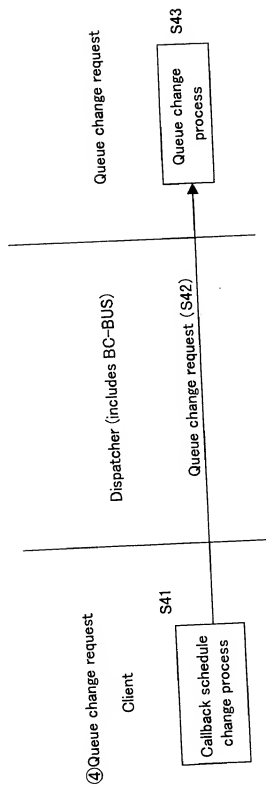


Fig.6

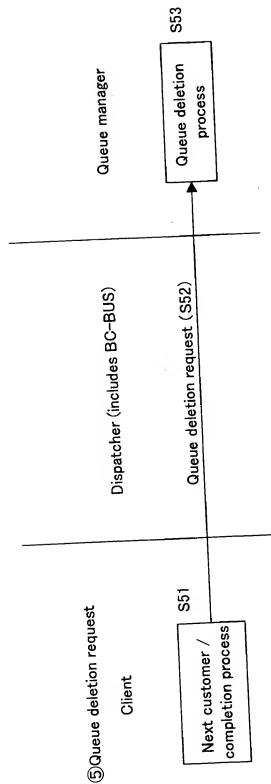


Fig.7

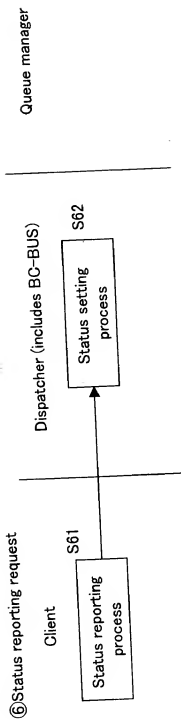


Fig.8



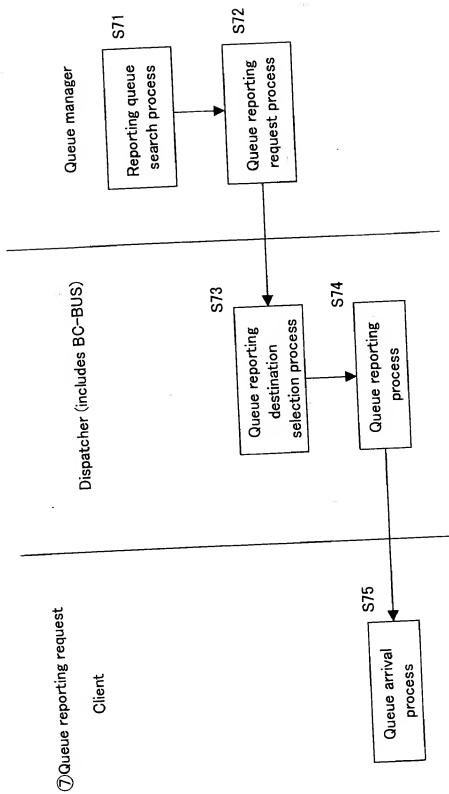


Fig.9

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Channel Classification	
Queue Category	
In/out Category	
User ID	
Campaign ID	
Customer ID	
History Key	
Start Date, Time	
End Date, Time	
Queue ID	
Area Code	
Household Name Identifying Number	
Individual Name Identifying Number	

Fig.10

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Channel Identification	Channel ID Name
1	REP
2	Web
3	E-mail
4	CRM
6	Supervisor
7	Segment analysis

Fig.11

Queue Category	Queue Category Name
1	In-Effect Callback
2	No Answer Callback
3	Follow-Up Call
4	Campaign
5	Web Forwarding
6	e-mail Forwarding
7	e-mail Transmission (Individual)
8	e-mail Transmission (Direct Mail)
9	Phone Call Forwarding

Fig.12

Queue classification	Task Request	Delayed notification	Real time notification
In-effect callback		0	
No answer callback	0		
Follow-up call		0	
Campaign	0		0
Web forwarding		0	
E-mail forwarding		0	
E-mail sending (individuals)			
E-mail sending (direct mailings)	0		
Phone call forwarding			0

Subjects of queue manager acquisition requests

Subjects of dispatcher notification requests

Fig.13

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User ID
Campaign code
Area code
Importance
Forwarding group ID
In-effect flag
In/out classification

Fig.14

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Queue Category
Task Category
Campaign Code
Queue Creation Time And Date (for computing hold time)
Allocation Logic Number

Fig.15

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Task Category	Category Name
0	Task Stop Parameter
10	CTI Inbound
11	Potential Sales
20	CTI Outbound
30	Tele-banking
40	e-mail Inbound
41	e-mail Outbound
50	Web
98	Common
99	Other

Fig.16



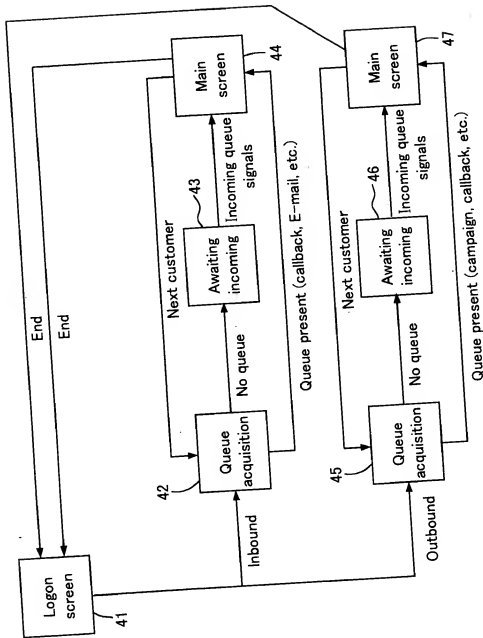


Fig.17

002211-2927160

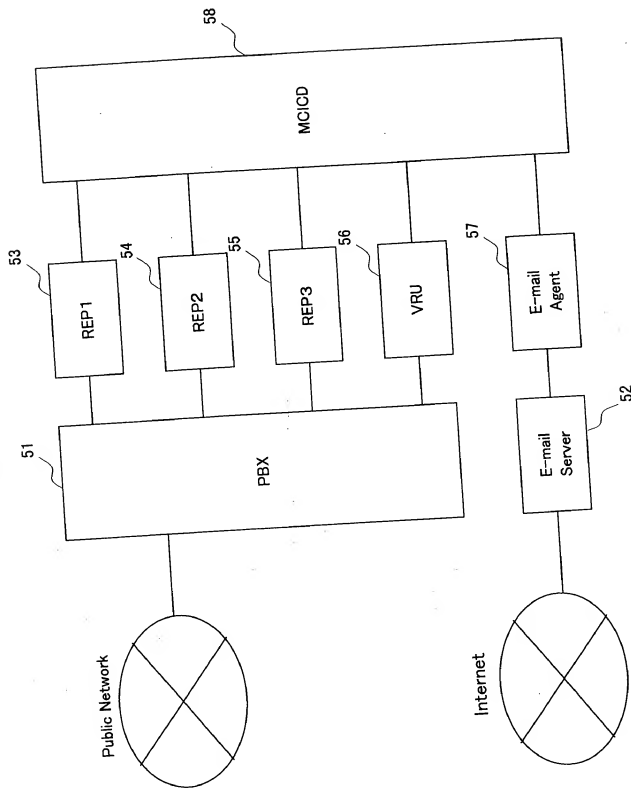


Fig.18